

Frequently Asked Questions for Solid Waste and Recycling Services

RESIDENTIAL

Q: How will the decision to hire CR&R to provide solid waste and recycling services impact me?

A: The City anticipates a smooth transition between the two service providers. As part of the new contract, all customers will receive new trash and recycling carts. The exchange of carts will begin on April 24 and will occur on your current trash pick-up day. CR&R will continue to pick-up your trash, recyclables and green waste on your current collection day, and you will continue to receive the same high quality service that you are currently enjoying.

Q: How will residents benefit from this new contract?

A: Residents will see a 3-9% reduction in their monthly trash bill, keeping Lake Forest's residential rates the 7th lowest in Orange County.

- ✓ New wheeled carts for all customers.
- ✓ Two residential bulky item pickups a year.
- ✓ Two household hazardous collection events a year.
- ✓ A natural gas fleet that will lower emissions.
- ✓ New lightweight commercial recycling trucks reducing wear on City streets.

Q: What is the new single-family residential rate?

A: The new single-family residential rate will range from \$12.95 to \$13.73 depending on the size of the trash cart.

Q: When will CR&R begin providing service?

A: Thursday, May 1, 2014.

Q: When do the new rates go into effect?

A: The new rates go into effect on May 1, 2014, the same day CR&R will begin providing service.

Q: Where is CR&R based?

A: CR&R is an Orange County based business.

Q: How long has CR&R been in business?

A: Founded in 1963, CR&R has been providing trash service for over 50 years.

Q: When will I receive my first bill from CR&R? What months will it cover?

A: CR&R bills customers on a quarterly basis for future service (see table below). Residential customers will receive their first bill in May covering service for May and June. Beginning in July, residents will begin CR&R's regular quarterly billing schedule, receiving a bill in July covering service for July, August, and September.

Bill sent beginning of	Covering service for...
May	May, June
July	July, August, September
October	October, November, December
January	January, February, March
April	April, May, June

Q: Why does CR&R bill on a quarterly basis?

A: Billing on a quarterly basis allows CR&R to maintain lower costs for residential services by reducing resources and costs associated with invoicing, mailing, and processing bills.

Q: When is payment due?

A: Payment is due at the end of the billing month, which is typically July, October, January, and April. However, for the first billing it will be due the end of May. If payment is not received by this date, a reminder notice will be mailed 35 days following the billing date. A second subsequent notice will be sent out 45 days from the billing date. If payment is not received prior to 60 days following the billing date, the customer will be placed on stop service. Once placed on stop service, a customer may be charged \$10.00 for resumption of service. Late fees are assessed 90 days from billing date at 1.5% for balances greater than \$15.00.

Q: I think I already paid my residential bill from Waste Management for the next three months of service (April, May, and June 2014). Do I need to apply for a refund from Waste Management?

A: If you paid service with Waste Management that extends beyond May 1, a refund will be provided. To request a refund, contact Waste Management customer service at (949) 642-1191.

Q: What do I do with the wheeled carts that Waste Management provided, and how do I get a new set of carts?

A: Starting on April 24, Waste Management will begin removing residential carts and CR&R will begin delivering residential carts. The cart exchange will happen on your regularly scheduled service day. Simply place all of your carts out as normal for trash collection. Once trash collection is complete, do not remove the WMOC carts from the curb area.

Q: Do we have a choice of cart sizes?

A: Yes. All residents are currently scheduled to receive standard 95-gallon carts for trash, recyclable materials, and yard waste. To order one of these smaller sizes, please call (949) 625-6735.

Q: Is there a cost difference between the different cart sizes?

A: Yes. To encourage recycling and reduce the amount of waste sent to the landfill, trash carts are priced according to size as shown below. For Recyclable materials and yard waste carts, you have the option of selecting size carts 35, 65, or 95 gallon, which is, included with the residential service and are all the same price.

Recycling Cart	Yard Waste Cart	Trash Cart	Total
35, 65, or 95 gallon	35, 65, or 95 gallon	35 gallon	\$12.95 per month
35, 65, or 95 gallon	35, 65, or 95 gallon	65 gallon	\$13.29 per month
35, 65, or 95 gallon	35, 65, or 95 gallon	95 gallon	\$13.73 per month

Q: What if I don't like the size of the cart(s) I pick? Can I get a different size later?

A: If you find the carts you selected are not fitting your needs, please contact CR&R's customer service center at (949) 625-6735 to schedule a free exchange.

Q: Will auto pay be available with CR&R? How do I sign up?

A: CR&R provides auto pay services. Residents will have the ability to enroll in auto pay via the website or by contacting customer service at (949) 625-6735. To enroll in auto pay via the website, you will need the first invoice from CR&R that includes an access code used for online payment. Simply login to the CR&R website www.crrwasteservices.com and select the option to enroll in auto pay.

Q: What is going to happen to the drivers from Waste Management? We really liked our driver.

A: As part of the transition process, CR&R offers employment opportunities to drivers that may be displaced by the change in service providers.

Q: Is there a website where I can get more information on CR&R and the new services that will be provided?

A: For more information regarding CR&R and their services, visit their website visit at www.crrwasteservices.com or call (949) 625-6735.

Q: Do you offer a senior discount for trash rates?

A: A discount for lower trash volumes is still available to seniors and any other resident. Just request a smaller sized cart (35 gallon) when you are contacted by CR&R and the lower rates will automatically be applied. Proposition 218 does not allow a specific group (i.e. seniors) to be charged differently, so the lower rates are now available to all residents who generate a smaller volume of trash.

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COMMERCIAL AND MULTI-FAMILY

Q: Why did the City switch vendors?

A: The current franchise agreement with WMOC expired on April 30, 2014. After a competitive and comprehensive purchasing and evaluation process, the City Council awarded a new franchise agreement to CR&R, with services to begin on May 1, 2014.

Q: When will CR&R begin providing service?

A: Thursday, May 1, 2014.

Q: When do the new rates go into effect?

A: The new rates go into effect on May 1, 2014, the same day CR&R will begin providing service.

Q: Where is CR&R based?

A: CR&R is an Orange County based business.

Q: How long has CR&R been in business?

A: Founded in 1963, CR&R has been providing trash service for over 50 years.

Q: When will CR&R issue the first bill to commercial customers? What month will it be for?

A: Commercial services are billed monthly in arrears. Customers will receive their first bill at the beginning of June for May services.

Q: Will I be receiving new bins and/or wheeled carts at my business or multi-family property? When will this happen? What do I do with my Waste Management bins and carts?

A: At the end of April, CR&R and Waste Management will begin delivering and removing bins and carts. This exchange will happen on one of your scheduled service days. Simply make sure the bins and bin enclosures are accessible.

Q: I was on auto pay with Waste Management. Will this be available with CR&R?

A: Yes. To enroll in auto pay via the website, you will need the first invoice from CR&R that includes an access code used for online payment. Simply login to the CR&R website www.crrwasteservices.com and select the option to enroll in auto pay. Alternatively, you may contact CR&R customer service at (949) 625-6735.

Q: Is there a website where I can get more information on CR&R and the new services that will be provided?

A: Visit www.crrwasteservices.com for more information about CR&R or call customer service at (949) 625-6735.

Q: What are the new commercial rates?

A: The base commercial rate is \$78.91. However, the actual rates for multi-family units, condominiums, townhomes, commercial businesses, and restaurants are based on the number and types of containers (bins and/or wheeled carts) for solid waste and recyclable materials, and the number of times each container is emptied each week.

Commercial customers can reduce their rates by implementing or increasing recycling programs. To support commercial customers, CR&R is providing two full-time Recycling Specialists to Lake Forest customers as a free service. To schedule a Recycling Specialist for a site visit to evaluate your current recycling program and develop options to maximize recycling, please contact CR&R customer service at (949) 625-6735.

Q: How does the base commercial rate compare to commercial rates in neighboring cities?

A: The base commercial rate is ranked 5th lowest in Orange County.

Q: Why is the commercial rate going up?

A: Rates for multi-family units, condominiums, townhomes, commercial businesses, and restaurants are based on the number and types of containers (bins and/or wheeled carts) for solid waste and recyclable materials, and the number of times each container is emptied each week. In general, rates for trash pickup are increasing, but the rates for recycling pickup are only half the rate of trash services. This means that the more you recycle the more you save! CR&R is providing two full-time Recycling Specialists to work with the customers to implement recycling programs and decrease your trash bills. Please contact CR&R customer service at (949) 625-6735 to schedule a Recycling Specialist for a site visit to evaluate your current recycling and develop options to maximize recycling. This is a complimentary service which includes the Recycling Specialist's visit(s), development of your business recycling plan (including a cost assessment of how to get the best possible cost for your business), and follow-up on-site consultations to make sure your recycling program is working at the optimal level.

Q: I signed up for auto pay and will need a refund based on the transition to CR&R. How can I get a refund from Waste Management?

A: Please contact Waste Management customer service at (949) 642-1191 for questions regarding auto pay refunds.

Q: Will there be any changes to my trash collection schedule?

A: There are no changes to the trash collection schedule. Your trash collection day remains the same.

Q: If I have one bin with two separate sections – one for trash and one for recycling. How are the two sections kept separate when collected by the truck?

A: Many customers are interested in recycling but have limited space to accommodate an extra recycling container. The split bin solves this problem by providing a bin with two sections separated by a partition, one section for waste or non-recyclables and the other section for recycling. The services provided for a split bin are equivalent to having two bins on site. A recycling truck services the recycling side of the bin and a trash truck services the non-recyclables side. During collection, one side of the container will remain locked to ensure that only the material being collected at the time (either recyclables or waste) will be deposited into the truck.

Q: I heard that businesses and multi-family properties now have to recycle, even if we do not want to. Is this true? Why do we have to recycle?

A: The State passed Assembly Bill 341 (AB 341) in 2011. Under AB 341, businesses that generate more than four yards of waste and multi-family complexes with five or more units are required to have recycling programs as of July 1, 2012. The City is also required to monitor and track recycling efforts and report to the State each year. In 2012, only 6% of Lake Forest's commercial trash was recycled. The rate required is 50%. The State visited Lake Forest in 2013 and determined that the City must increase commercial recycling. The City is required to comply with these mandates and demonstrate good faith efforts or risk penalties from the State of up to \$10,000 per day for non-compliance.

Q: I would like to start a recycling program to comply with AB 341 Mandatory Commercial Recycling. Whom should I contact?

A: As part of the franchise agreement, CR&R is providing two full-time Recycling Specialists to work with our commercial and multi-family customers to develop and implement recycling programs. This is a free service for CR&R customers. Please contact CR&R customer service at (949) 625-6735 to schedule a free on-site consultation with a Recycling Specialist.

Q: Why are some condominium associations with residential owners classified as a commercial property?

A: The classification of commercial property is based on how services are provided. Those multi-family complexes that have a central bin collection instead of collection from individual units are classified as commercial property based on the type of collection vehicle that is used.

Q: Are credits for recycling provided to commercial properties that recycle? How are they measured/computed?

A: Although there is no “credit” system for commercial recycling, the recycling services are offered at a discounted rate. The rate is 50% of trash collection services to provide an economic incentive to implement recycling programs.

Q: What is going to happen to the drivers from Waste Management? We really liked our driver.

A: As part of the transition process, CR&R offers employment opportunities to drivers that may be displaced with the change in service providers.